



NASA Project Management Challenge Conference 2008

John F. Kennedy Space Center

LAUNCH SERVICES PROGRAM

Processes – What are they good for? Absolutely Something!

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- *Tired of being asked to create a process or document just to check a box for an upcoming audit?*
- *Are you creating processes that fall in a black hole never to be looked at again?*
- *Would you like to learn how to create processes that will be used, and users will know how to find them, update, and improve the process?*
- *A list of questions to ask, a simple template, and you are on your way to create a process that will be efficient and useful.*
- *Don't waste valuable time trying to decide how to get started on creating your process, only to find out you didn't need one to begin with.*
- *Spend time on creating efficient processes that your team will ask for.*



- Results We Want
 - Produce a consistent product or result
 - Provide guidance
 - Adapt to change
 - Control Configuration
 - Document how we are doing business



- Reasons for Failure
 - Failed implementation of Process Models, i.e. CMMI, 6 Sigma, etc.
 - Tendency to reward fire fighting
 - Not systematic - randomness creeps in
 - Good processes go unnoticed
 - Process deployment
 - Inability to adapt to and keep up fast track changing environments



- Process System Design - Getting started
 - Don't get intimidated or over whelmed
 - Focus on end result
 - Document what you are going to do
 - Example
 - Planning a party – determine the activities to be carried out to complete the task
 - » Decide on theme;
 - » Guest list;
 - » Location;
 - » Menu. etc.
 - Create desk instructions if necessary to help complete task



- Processes should be evaluated for:
 - Is it necessary or are you just creating a process to check a box? i.e. ISO, CMMI, 6 Sigma, etc.
 - Impact on the customer
 - Relevance to overall strategic direction (mission)
 - Viability (probability of success – technology risk, management and stakeholder commitment, qualifications and competency of workers = probability of success)



- Responsibilities of Process owners
 - Determine your audience
 - Ensure proper deployment
 - Simple as email notification
 - May involve training
 - Monitor effectiveness



- Process Development Tips
 - Identify objectives
 - Identify requirements
 - Identify change
 - Identify records being generated
 - Involve your stakeholders
 - Create a process that will be used



- Process Development Tips (con't)
 - Simple documentation
 - Don't make to complex
 - too simple
 - too busy
 - Use lighter colors for printing
 - Spell out acronyms
 - Make sure you identify decision blocks
 - Avoid going in two or more directions
 - Use notes and text blocks to expand details;
 - Choose the right format
 - Avoid endless loops – no dead ends

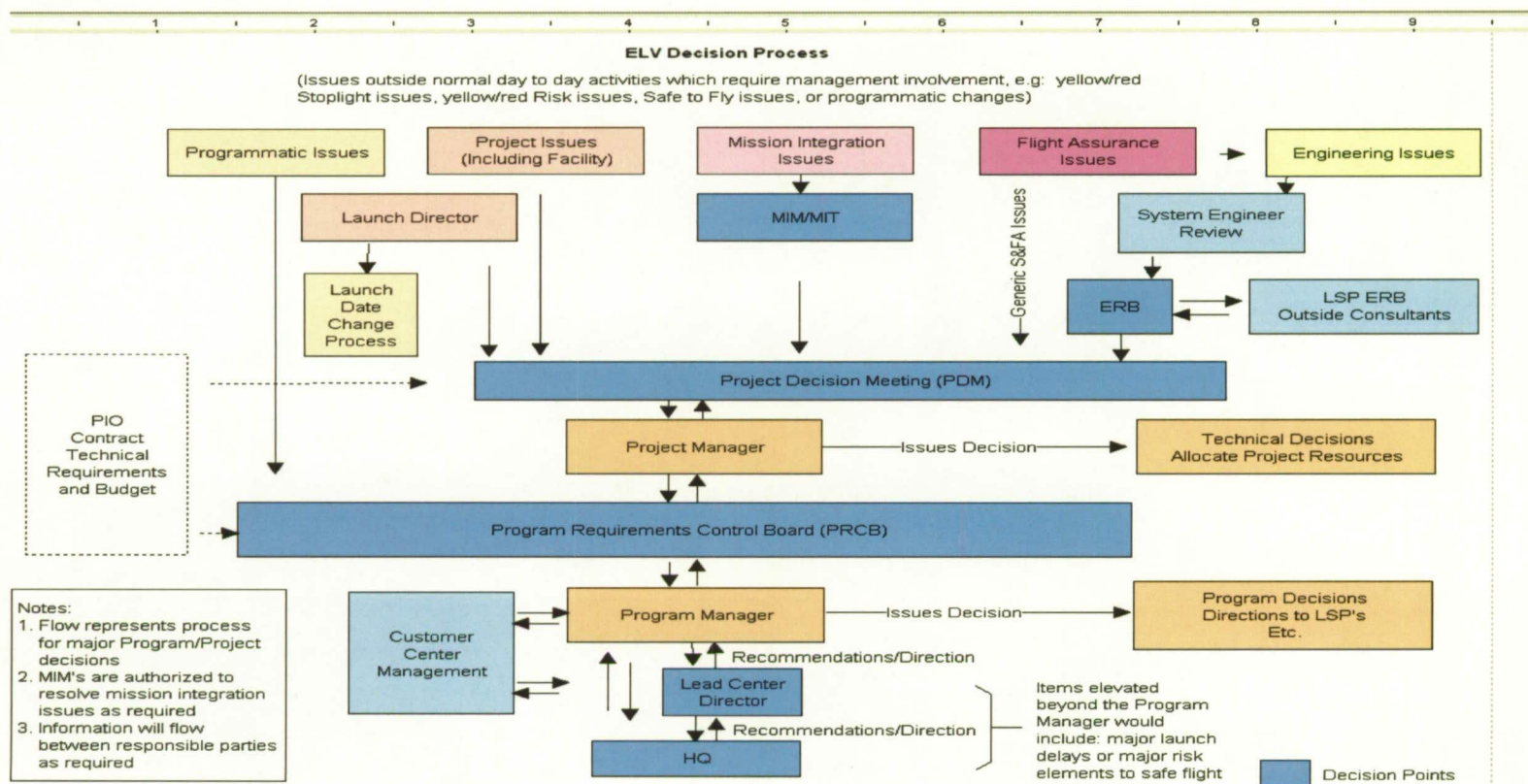


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Complex Process



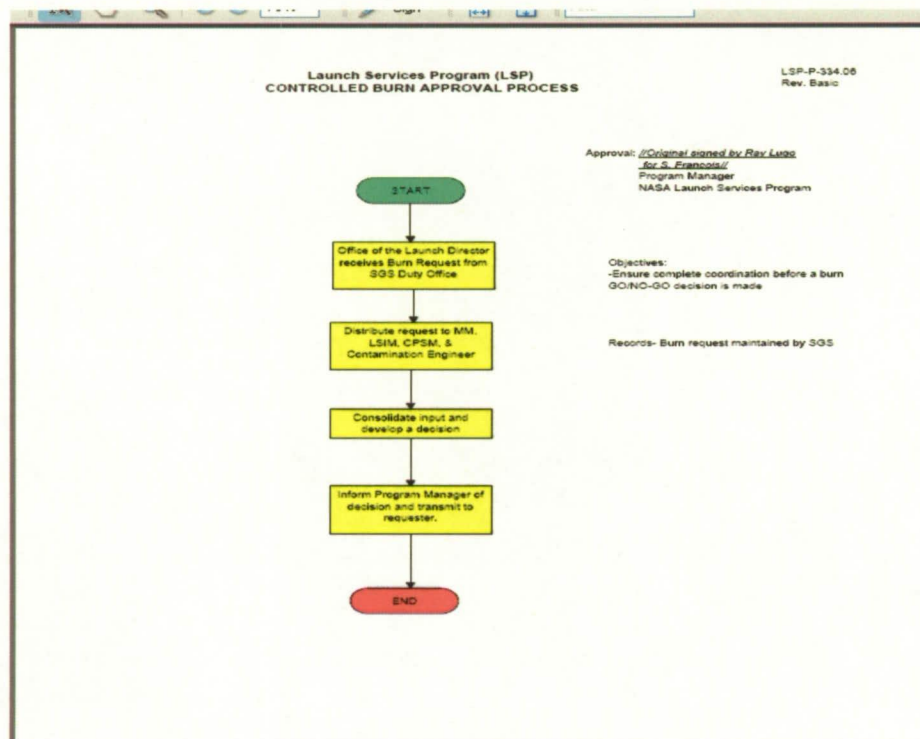


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Simple Process





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Process Template



National Aeronautics and Space Administration
John F. Kennedy Space Center, Florida
Expendable Launch Vehicles Program

LSP-P-411.02
Revision Basic
08/10/05

Word File

**SPACECRAFT CLOSEOUT SHELTER
INSPECTION AND MAINTENANCE
PROCEDURE**

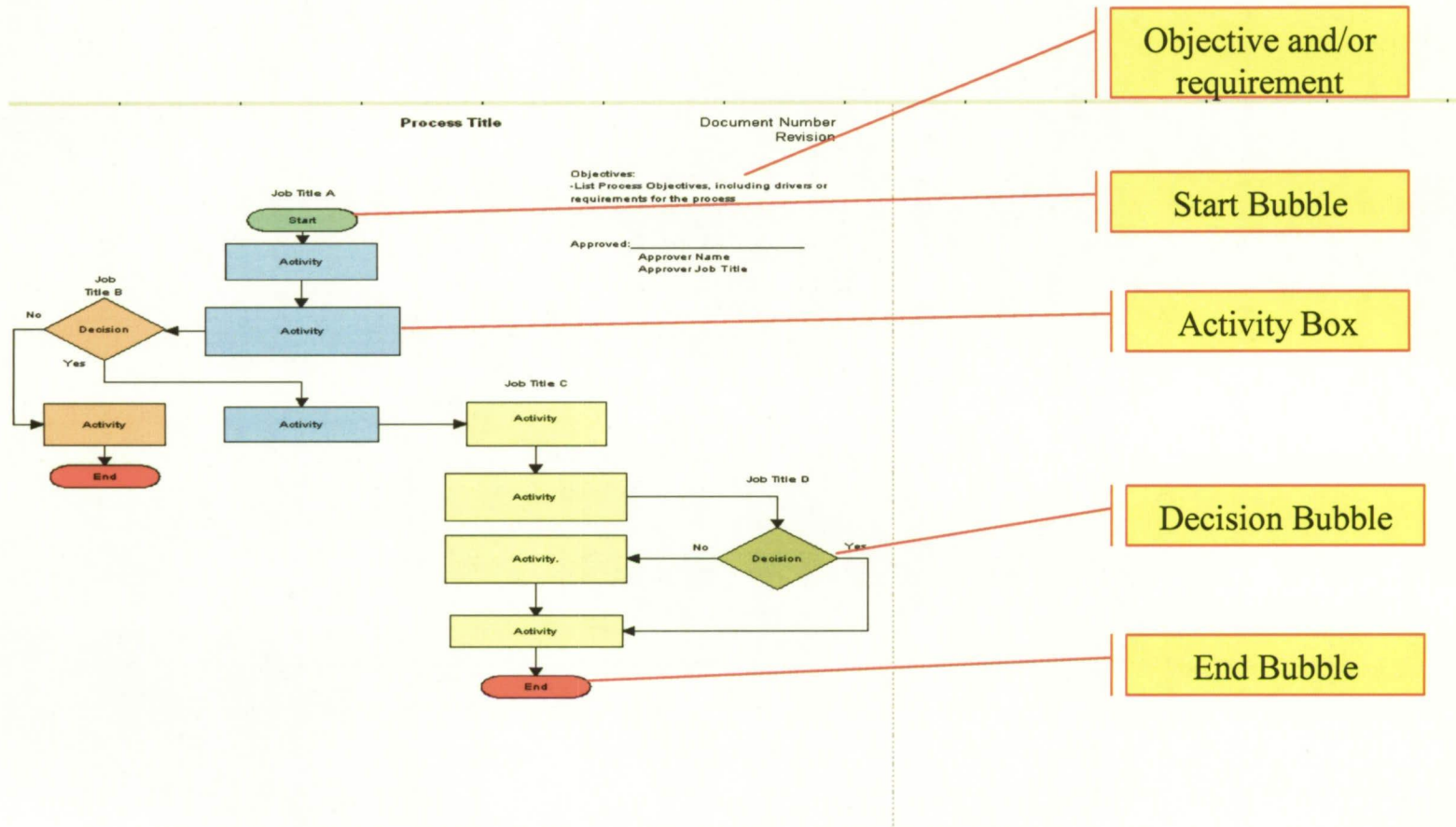


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Process Template





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Document Number
Revision

Business Records



- Benefits of Process Improvement
 - Better Practices, continuous improvement is a Hallmark
 - Process to provide a method to efficiently document, review, obtain approval, and revise processes
 - Pass on what we learn
 - If we stop learning we will fail
- People make NASA run – processes help us accomplish it



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- References
 - ISO 9000 Quality System Development Handbook – David Hoyle



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Questions or Comments?